

EDITED KSA WORKSHEET

CLASS: CORRECTIONAL CASE RECORDS SUPERVISOR

#	Knowledge, Skill, Ability
	Knowledge of:
K1	Intermediate knowledge of determinate and indeterminate sentence and parole laws in order to audit, calculate and process each case appropriately, identify the differences in sentencing, and identify length of parole periods, etc.
K2	Basic knowledge of the inmate classification process in order to calculate an inmate's release date and apply appropriate work groups, etc.
K3	Basic knowledge of the various Board entities (e.g., Board of Parole Hearings, Narcotic Addict Evaluation Authority, etc.) and their functions, etc. in order to audit a central file, case criteria, and to determine how to process each case, etc.
K4	Basic knowledge of the correctional case records administration/chain of command in order to verify case information, seek additional guidance, clarification of laws, inform of an unusual occurrence, release of high notoriety inmate, etc.
K5	Advanced knowledge of the legal documents, forms, and processes used in the establishment, maintenance, control, and disposition of individual inmate and parolee criminal case records in order to comply with laws, rules and regulations, train staff, and apply to case work, etc.
K6	Basic knowledge of the training methods, planning and conducting in-service training programs in order to train and develop staff, etc.
K7	Basic knowledge of the information disclosure statutes in order to comply with laws, rules and regulations, etc.
K8	Advanced knowledge of the CDCRs' automated record-keeping systems and various filing systems in order to maintain effective record keeping, etc.
K9	Basic knowledge of the personnel laws, rules and regulations (e.g., FMLA, EEO, EAP, Fair Labor Standards Act, Family School Partnership Act, Sexual Harassment Prevention, grievances, etc.) in order to comply with laws, rules and regulations, maintain a harassment-free work environment, etc.
K10	Basic knowledge of the supervisor's role in the Equal Employment Opportunity (EEO) Program and the processes available to meet EEO objectives in order to ensure a discriminate-free work environment.
K11	Basic knowledge of the principles of effective supervision in order to direct and develop Case Records staff and strengthen their abilities, and accomplish the day-to-day operations, etc.
K12	Intermediate knowledge of math computations in order to calculate release dates (e.g., parole discharge dates, narcotic offender release dates, etc.), etc.
K13	Intermediate knowledge of research techniques in order to access information and resources, etc.
K14	Intermediate knowledge of the various resource materials available to utilize in order to accomplish day-to-day records functions, etc.

K15	Basic knowledge of interviewing techniques in order to interview inmates, hiring and disciplinary process, etc.
K16	Intermediate knowledge of the appeals process in order to effectively communicate case information to inmates/parolees/staff, etc.
K17	Intermediate knowledge of the various automated systems utilized by Case Records staff in order to enter and retrieve information, train staff, provide information to others, etc.
K18	Basic knowledge of security information on automated systems in order to secure the integrity of the information in the automated systems, etc.
K19	Intermediate knowledge of writing techniques in order to prepare correspondence, accurate and concise reports, respond to grievances and inmate/parolee appeals, etc.

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#	Knowledge, Skill, Ability
	Skill to:
S1	Skill in defining, interpreting, and taking action on legal documents and court orders in order to ensure compliance with courts intent, etc.
S2	Skill in progressively performing more difficult and analytical tasks in the record keeping process of inmate/parolee records and recognizing and correcting discrepancies and irregularities in order to apply appropriate date calculations and comply with courts intent, etc.
S3	Skill in effectively preparing/reviewing accurate and concise reports (e.g., training, inmate/parolee records, etc.) and maintaining and archiving records in order to retain critical data/information for litigation, historical data/past practice, managerial resources, etc.
S4	Skill in making arithmetical computations in order to calculate accurate inmate/parolee release/discharge dates, etc.
S5	Skill in prioritizing workload and meeting deadlines in order to ensure compliance with laws, rules and delegations, Departmental policies and procedures, etc.
S6	Skill in identifying discrepancies in the positive identification of inmate/parolees in order to provide criminal identification services necessary to the administration of the CDCR and Department of Justice, etc.
S7	Skill in disseminating information to administrative, legislative, judicial agencies, attorneys, and the general public, etc. in order to respond to requested inquiries, etc.
S8	Skill to effectively communicate (verbal and written) in order to provide information and direction/orders, prepare correspondence, create/update desk procedures, train staff, to establish, promote and maintain confident and cooperative relationships with others (e.g., inmates, parolees, departmental employees, public, outside agencies, etc.), to meet the department's vision, values, mission, goals and objectives, to promote collaborative participation and enhance morale and productivity, etc.
S9	Skill in directing the work of Case Records staff in order to achieve the day-to-day operations and to comply with laws, rules and regulations, etc.
S10	Skill in planning the work of subordinate staff and inmates in order to achieve the day-to-day operations and to comply with laws, rules and regulations, etc.
S11	Skill in planning and preparing your work environment in order to accommodate office needs in regards to cross training, ordering equipment and supplies, etc.
S12	Skill to effectively contribute to the Department's EEO objectives (e.g., treatment of people, sexual harassment prevention, discrimination prevention, etc.) in order to ensure a harassment-free work place environment and create and maintain an equitable work environment, etc.

S13	Skill in organizing the work of Case Records staff in order to achieve the day-to-day operations and to comply with laws, rules and regulations, etc.
S14	Skill to reason logically, make sound decisions and recommendations, creatively use a variety of analytical techniques and resources to complete work assignments and resolve complex operational and supervisory problems and provide appropriate recommendations to managers in accordance with the Department's vision, values, missions, and goals, etc.
S15	Skill to demonstrate the methods and techniques of supervision (e.g., provide direction and training to staff, counseling and appropriate performance evaluations, employee relations, work scheduling and administrative practices, conflict resolution, etc.) in order to ensure productive work force and a harassment-free work environment, etc.
S16	Skill to provide training to staff in order to create a knowledgeable work force, to enable staff to produce quality work and to enhance and/or provide upward mobility opportunities, etc.
S17	Skill to provide leadership in all situations in order to promote and maintain the organizational vision, values, mission, goals and objectives (e.g., develop an efficient and productive work force, etc.), etc.

#	Knowledge, Skill, Ability
	Ability to:
A1	Ability to follow verbal and written instructions in order to accomplish the day-to-day tasks and the overall operations of the Records Department, etc.
A2	Ability to operate a personal computer and automated records systems in order to access, enter, and retrieve various information, etc.
A3	Ability to learn, understand, retain, and recall a broad range of highly technical/sensitive data in order to apply it to individual cases and to accomplish the day-to-day tasks and the overall operations of the Records Department, etc.

#	Special Personal Characteristics to:
SPC1	Capacity for assuming progressively greater responsibility in order to accomplish the day-to-day tasks and the overall operations of the Records Department, etc.
SPC2	Tact in order to effectively communicate and interact with others without causing conflict, etc.
SPC3	Patience in order to deal with problematic issues, etc.
SPC4	Leadership qualities in order to provide guidance to others, setting an example for others while being held to a higher standard, etc.

	Working Conditions:
WC1.	Willingness to work in a variety of correctional settings
WC2.	Willingness to travel throughout the state and in isolated areas for short periods (e.g., two to three days at a time) and/or extended periods of time (e.g., five or more days at a time).
WC3.	Willingness to abide by and adhere to departmental safety and security policies and procedures/provisions applicable to specific work tasks performed.
WC4.	Willingness to accept constructive criticism and corrections in order to work cooperatively with others.
WC5.	Willingness to comply with tuberculosis screening requirements.
WC6.	Willingness to consistently demonstrate the following characteristics during employment with the California Department of Corrections and Rehabilitation: reliability, punctuality, honesty, integrity, empathy towards others, and maintain a calm and professional demeanor without extreme emotional reactions.
WC7.	Willingness to have and maintain a neat personal appearance and hygiene.
WC8.	Willingness to interact professionally by promoting positive, collaborative, working relations among others (e.g., public, contract staff, inmates/parolees, and other agency personnel) from a wide range of cultural backgrounds in the course of completing work tasks and assignments.

WC9.	Willingness to participate in departmental legal activities (e.g., expert witness, defendant, material witness, etc.)
WC10.	Willingness to provide instruction or oversight regarding departmental policies, procedures, standards, and practices to others (e.g., employees, outside consultants, and/or members of the public, etc.)
WC11.	Willingness to respond to changes in the workplace in a positive, professional manner.
WC12.	Willingness to submit to random drug screening tests.
WC13.	Willingness to work in a team environment, including inter-disciplinary teams with other professional staff to complete assigned work tasks.
WC14.	Willingness to work various hours and/or days of the week to report for duty at any time an emergency arises or as needed.
WC15.	Willingness to work around peace officers armed with chemical agents and/or weapons.

Subject Matter Experts did not rate the Working Conditions but agreed that all of them were necessary to work as a Correctional Case Records Supervisor.